Reality Check on Moving to the Cloud
Lessons from a CIO Veteran
Current
- Process
  - Team
  - Roles
  - Cloud
- Attitude
- Process
- People
- Technology
- Cloud

Transformation
- People
- Technology
- Cloud
- Attitude
- Process
- Roles
- Team
- Cloud

Upinder Phanda, CIO, Unisys
We All Have the Same Challenges
Challenges

- Automated IT/Cloud Ops
- Architectures and Scalability
- Security and Compliance
- Flexibility “Make Cloud Work For Us”
- Application Modernization
- Governance and Cost Management
- Culture and Expertise Agile, Cloud Native
- Simplify Processes
- Optimize Workloads
- Transform using cloud client drivers and our own Unisys drivers

CloudForte™ Solved These Challenges for Us
# Transformation Dashboard – Current vs Targeted State

<table>
<thead>
<tr>
<th>Current State</th>
<th>Target State</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business Enablement</strong></td>
<td><strong>Business Enablement</strong></td>
</tr>
<tr>
<td>- Minimal Build (15%)</td>
<td>- More Build (40%)</td>
</tr>
<tr>
<td>- Mainly Run (85%)</td>
<td>- Less Run (60%)</td>
</tr>
<tr>
<td><strong>Portfolio</strong></td>
<td><strong>Portfolio</strong></td>
</tr>
<tr>
<td>- Many applications and services</td>
<td>- Reduced applications and services footprint</td>
</tr>
<tr>
<td>- Disparate systems and technology</td>
<td>- Common systems and technology</td>
</tr>
<tr>
<td>- Complex and manual processes and procedures</td>
<td>- Simplified and automated processes and procedures</td>
</tr>
<tr>
<td>- Rigid Infrastructure</td>
<td>- Flexible Infrastructure</td>
</tr>
<tr>
<td>- Security</td>
<td>- Security in everything we do</td>
</tr>
<tr>
<td><strong>Operations</strong></td>
<td><strong>Operations</strong></td>
</tr>
<tr>
<td>- Service Good</td>
<td>- Service (as per SLA)</td>
</tr>
<tr>
<td>- Cost OK</td>
<td>- Cost Better</td>
</tr>
<tr>
<td><strong>Headcount</strong></td>
<td><strong>Headcount</strong></td>
</tr>
<tr>
<td>- Above target</td>
<td>- In line with targets</td>
</tr>
<tr>
<td>- Incorrect Mix</td>
<td>- Optimized plan/build/run mix</td>
</tr>
<tr>
<td><strong>Behavior</strong></td>
<td><strong>Behavior</strong></td>
</tr>
<tr>
<td>- Inward Facing</td>
<td>- Outward Facing</td>
</tr>
<tr>
<td>- Reactive</td>
<td>- Proactive</td>
</tr>
<tr>
<td>- Operators</td>
<td>- Leading/Drive Change</td>
</tr>
<tr>
<td>- Permission Based</td>
<td>- In Sync with the BUs</td>
</tr>
</tbody>
</table>
## Transformation Dashboard - Vision

<table>
<thead>
<tr>
<th>People</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership</td>
<td>Program Management</td>
<td>Reskilling and Labor Mix</td>
<td></td>
</tr>
<tr>
<td>Subject Matter Experts</td>
<td>Associate Development Program</td>
<td>Organization Structure</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Process</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Engagement</td>
<td>ITSM</td>
<td>Agile and Bi-Modal IT</td>
<td></td>
</tr>
<tr>
<td>IT Portal &amp; Self Service</td>
<td>IT Process Reengineering</td>
<td>Communications</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Technology</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SaaS/COTS Applications</td>
<td>Enterprise Architecture</td>
<td>Simplification</td>
<td></td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Security</td>
<td>Automation</td>
<td></td>
</tr>
</tbody>
</table>

- = Pending  
- = Started  
- = In Progress  
- = Near Target  
- = Target Achieved
# Unisys IT - Public Cloud Migration

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Achievements</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Demonstrate Unisys journey into the cloud</td>
<td>• Zero data center server/storage capital since 2017</td>
</tr>
<tr>
<td>• Move over 500 servers and 530TB of storage securely to Azure cloud</td>
<td>• Agility: rapid provisioning and cost management/on-demand consumption</td>
</tr>
<tr>
<td>• Pioneer migration of Unisys ClearPath® workloads to Azure</td>
<td>• Lower infrastructure support costs</td>
</tr>
<tr>
<td>• Transform from capital to expense based infrastructure</td>
<td>• Oracle E-Business Suite on Azure protected by Stealth™</td>
</tr>
<tr>
<td>• Leverage cloud services to drive innovation</td>
<td>• Enterprise grade ClearPath® applications on Azure</td>
</tr>
<tr>
<td>• Address end-of-life hardware issues</td>
<td></td>
</tr>
</tbody>
</table>
Our People Have Blown Me Away
Unisys Personnel Transition

Traditional Personnel Allocation

- Finance and Administration: 39%
- IT Management: 18%
- Service Desk: 10%
- Application Support: 21%
- Application Development: 10%
- Infrastructure and Operations: 8%

Digital Personnel Allocation

- Customer Experience: 20%
- Finance, Administration, and Supplier Management: 15%
- Leadership and Management: 10%
- Infrastructure, Operations, and Service Desk: 17%
- Software Development: 10%
- Digital Product Leadership and Support: 8%
- Data Scientists: 20%
Secure Transformation | No Lift and Shift

Unisys Applications Transformation

Beginning State (2017)

- SaaS/IaaS 13%
- Custom Applications 27%
- COTS 56%
- SaaS 13%
- COTS 4%
- Custom SaaS 4%

Current State (2019)

- SaaS/IaaS 96%
- Custom IaaS 25%
- COTS IaaS 34%
- SaaS 37%
- COTS 4%
- Custom SaaS 4%

30% cost savings

16% increased focus on innovation

Now 44% build (innovate), 56% run (operate)
Critical Success Factors

- CXO Sponsorship
- Culture: People, Process, Learning
- Cloud First, SaaS
- Explore “No Go Zones”
Lessons Learned

- Know Your Organization’s Capacity for Change
- Reducing Cost Doesn’t Mean Hitting Stop
- Focus on Speed to Business Value
- Expect CIO Personal Transformation
Safer in the Cloud
96% of Unisys in Cloud

50+ Cloud Clients

300+ Unisys Cloud Best Practices

1000+ Certified Cloud Professionals
Innovation in Cloud: Cloud via CloudForte™
Enabling Success in a Multi-cloud and Hybrid Cloud

Our Differentiators

- Cloud Center of Enablement
- Stealth™
- Unisys Cloud Architecture Navigator™

Customer Drivers

CloudForte™ Services

Cloud Architectures

Cloud Center of Enablement

Customer Drivers

Cloud Architectures

Cloud Center of Enablement

Revenue

App Modernization

Agility

Cost Efficiency

Security/Compliance

Public Cloud

Hybrid Cloud

IaaS, PaaS, Cloud Native, App Modernization

People

Process

Partnerships

Tools

Competencies

AWS MSP Certified

AWS, Azure, VMware, ServiceNow

ITIL, TOGAF

Dell, ServiceNow, Azure, AWS

CMP, Ops, Security

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Let’s Continue the Conversation

www.unisys.com/cloud

Upinder Phanda, CIO, Unisys